

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3925

TITLE: TRANSIT SERVICE MONITOR

GRADE: S-15

DEFINITION:

Under general supervision, to respond to passenger and general public requests and complaints involving transit services and schedule changes; and to do related work as required.

TYPICAL TASKS:

Responds to public requests and/or complaints involving transit services including missed bus trips, late service, and quality of service;

Responds to complex information requests involving policies and procedures;

Coordinates initiation of service for new clients with County Human Service case management staff and Street Operations staff;

Performs on-line data entry regarding cancellations, missed bus trips and passenger "no-shows"; compiles and analyzes data specifying types of complaints encountered, generates management reports, and makes recommendations to improve services;

Monitors radio frequencies for service problems and communicates cancellations or changes in service to Street Operations/Street Dispatch staff.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Ability to read and use maps and other visual displays;

Ability to communicate effectively and clearly, to maintain effective working relationships, and to work effectively under minimal supervision;

Ability to exercise tact, good judgment, and initiative.

EMPLOYMENT STANDARDS:

Any combination of education and experience equivalent to graduation from high school plus three years of experience involving public contact, two of which must have been in a customer service role.

ESTABLISHED: September 25, 1989

11080